

**IN THE CLAIMS:**

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1-17 (cancelled)

18. (currently amended) A method for providing an improved consistency between a systems management system (SMS) and a respective distributed application used by a plurality of people, said distributed application operating in a distributed environment in a networked computer system in order to perform a plurality of business processes, each comprising a plurality of activities, the distributed application being monitored, and each error event of hardware or software of the distributed application being handled by an event server of said SMS, said method comprising the steps of:

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for each error event, determining impacted business processes and activities within those impacted business processes which are impacted by said error event, including both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of said distributed application and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of said SMS;

displaying error information relating to hardware and/or software resources involved in said impacted business processes together with organizational information relating to organizational resources of said business processes, said organizational information being in turn available to a process monitor of said distributed application and including staff information, and

presenting said error information in conjunction with the impacted business processes impacted by said error event for achieving a business processes oriented solution to problems caused by said error event.

19. (previously presented) The method according to claim 18, further comprising one or more of the steps of,

issuing an alert concerning the impacted business processes,

taking corrective actions against the effects of said error event on the impacted business processes, to allow said impacted business processes to continue.

20. (previously presented) The method according to claim 19, further comprising the step of, reassigning work to different people to allow said impacted business processes to continue.

21 (previously presented) The method according to claim 18, further comprising the step of, providing said distributed application in a workflow management system (WFMS).

22 (previously presented) The method according to claim 21, further comprising the steps of, providing a communication bridge between said SMS and said WFMS,

involving said event server of said SMS into the communication bridge by involving a process monitor of said WFMS into event handling, and

providing said process monitor with a set of predetermined rules in order to manage the impact of the error event on said impacted business processes.

23 (previously presented) The method according to claim 22, further comprising the step of,

providing an application programming interface (API) common to said WFMS and said SMS in said process monitor of said WFMS for managing error event handling.

24 (previously presented) The method according to claim 23, further comprising the step of,

providing said process monitor with a function for automatic error event analysis support related to said impacted business processes.

25 (previously presented) The method according to claim 24, further comprising the step of, providing said function for automatic error event analysis support with an end-user interface.

26 (previously presented) The method according to claim 21, the step of providing a communication bridge between said SMS and said WFMS comprising the steps of,

involving said event server of said SMS into the communication bridge by involving an enterprise console of said SMS into error event handling, and

providing said enterprise console with a set of predetermined rules in order to manage the impact of the error event on said impacted business processes.

27 (previously presented) The method according to claim 26, further comprising the step of,

providing an application programming interface (API) common to said SMS and said WFMS in said enterprise console of said SMS for managing WFMS error event handling.

28 (previously presented) The method according to claim 27, further comprising the step of,

providing said enterprise console with a function for automatic error event analysis support related to the impacted business processes.

29 (previously presented) The method according to claim 28, further comprising the step of,

providing said function for automatic error event analysis support with an end-user interface.

30 (currently amended) A system for providing an improved consistency between a systems management system (SMS) and a respective distributed application used by a plurality of people, said distributed application operating in a distributed environment in a networked computer system in order to perform a plurality of business processes, each comprising a plurality of activities, the distributed application being monitored, and each error event of hardware or software of the distributed application being handled by an event server of said SMS, said system comprising:

for each error event, means for determining impacted business processes and activities within those impacted business processes which are impacted by said error event, including both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of said distributed application and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of said SMS;

means for displaying error information relating to hardware and/or software resources involved in said impacted business processes together with organizational information relating to organizational resources of said business processes, said organizational information being in turn available to a process monitor of said distributed application and including staff information, and

means for presenting said error information in conjunction with the impacted business processes impacted by said error event for achieving a business processes oriented solution to problems caused by said error event.

31 (currently amended) A program stored on a data carrier implementing the following method when read into and executed by a computer device, said method providing an improved consistency between a systems management system (SMS) and a respective distributed application used by a plurality of people, said distributed application operating in a distributed environment in a networked computer system in order to perform a plurality of business processes, each comprising a plurality of activities, the distributed application being monitored,

and each error event of hardware or software of the distributed application being handled by an event server of said SMS, said method comprising the steps of:

for each error event, determining impacted business processes and activities within those impacted business processes which are impacted by said error event, including both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of said distributed application and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of said SMS;

displaying error information relating to hardware and/or software resources involved in said impacted business processes together with organizational information relating to organizational resources of said business processes, said organizational information being in turn available to a process monitor of said distributed application and including staff information, and

presenting said error information in conjunction with the impacted business processes impacted by said error event for achieving a business processes oriented solution to problems caused by said error event.

32 (currently amended) A program stored on a data carrier implementing the following method when read into and executed by a computer device, said method providing an improved consistency between a systems management system (SMS) and a respective distributed application used by a plurality of people, said distributed application operating in a distributed environment in a networked computer system in order to perform a plurality of business processes, each comprising a plurality of activities, the distributed application being monitored, and each error event of hardware or software of the distributed application being handled by an event server of said SMS, said method comprising the steps of:

providing said distributed application in a workflow management system (WFMS),

for each error event, determining impacted business processes and activities within those impacted business processes which are impacted by said error event, including both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of said distributed application and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of said SMS;

β<sup>1</sup> displaying error information relating to hardware and/or software resources involved in said impacted business processes together with organizational information relating to organizational resources of said business processes, said organizational information being in turn available to a process monitor of said distributed application and including staff information, and

presenting said error information in conjunction with the impacted business processes impacted by said error event for achieving a business processes oriented solution to problems caused by said error event.